

1. The first step is to identify the problem or goal. This involves understanding the current situation, identifying the problem, and setting a clear goal.



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Branch Reservation

- Important to get complete and accurate information
- Helpful when opening a ticket
- Assists in the logistical planning of the day

DEV

ECARS RESERVATION SYSTEM

AARS01-A

Select one of the following:

☒ Create a New Reservation "Have you rented from us before?" (Optional)
Home Phone# (314) 726 - 3001
DL# 481722028 ST/PROV MO

☐ View Reservation for Customer Name _____ by GPBR PPGM or GP ____
☐ View Reservation for Date 90897 by GPBR PPGM or GP ____
☐ View By Reservation# R _____
☐ View By National Reservation# _____

F3=Exit F7=AAI

Renter ID

- Lookup by phone number and/or driver's license number.
- Displays renter's address, phone numbers, driver's license number and expiration date.
- Purpose is to quickly identify repeat renters and speed up the transaction process.
- Available when creating a reservation and opening a rental ticket.

CAR TYPE REQ RATE QUOTED

RENTAL TYPE _ (B/C/D/I/O/R) Source Cust # _____ ID ____
Name MAGNUS* DAN* (Last*First*)
Street 8036 DELMAR #2W
City ST. LOUIS ST MO Zip 63130
Home (314) 726 - 3001
Office (314) 726 - 3001 Ext 0000 Employer
Other (000) 000 - 0000 Ext 0000 Description
Local Address

DL# 481722028 ST MO Exp 112197 DOB 112167 SSN # 000 00 0000
Height 6 Weight 185 Eyes BRN Hair BRN

ADDITIONAL DRIVER (Y/N) _ Driver Name _____ Age ____
Addr _____ Lic# _____ ST _ Exp _____

OUT OF STATE (Y/N) _
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite
F9=Clr RntrID F10=CC Aprvl F20=Chng RntrID F21=ID Rntr F23=More Keys

Creating a Reservation - Screen 1

- Renter's name
- Pickup date and time, Return date and time
- Walkin, P/up (Pickup) , Delivery, CWC (Customer will call)
- Billing information (cust#, id#, date of loss)
- Car type requested, rate quoted, and comments associated with the rental

DEV BRANCH RESERVATION NUMBER 145866 Print (Y or N) N CCRS01-A
Pickup Branch PPGM
Emp# _____
Name MAGNUS* DAN* (LAST*FIRST*) SSN# 000 00 0000
PICKUP: Date 90997 Time 1145 AM RETURN: Date 91097
W/in _ P/up _ Deliver X CWC _ Comment TO JOE'S BODYSHOP
PHONE: Home (314) 726 - 3001 Office (314) 726 - 3001 ext 0000
 Other (000) 000 - 0000 Description _____
I/B/D/R/C/O I Source Cust# SAF0001 ID 999
BILL TO: Direct Bill (Y or N) N Credit Card Y Cash/Check _____
Bill To Cust# SAF0001 or Name SAFECO INS XX OF AMERICA** (COMPANY**)
Attention 999 Auth Until 91597 Max Amt 41.99+TAX
CLAIM#/Pol/Po 03A-9765229-23 Date of Loss 90897
(C/Claimant, I/Insured, T/Theft) C Insured STROMBERG* JIMMIE*
CAR TYPE: Class M Type V F16 Comment NEEDS A MINIVAN!! HE HAS 9 KIDS!
RATE QUOTED: \$ 41.99 Comment _____
F1=Exit F2=Cust List F4=ID List F5=Rates/Rules F8=More Info
F9=Transfer F12=Previous F13=Insurance F15=Res Notes
F20=Chg Rntr Info F21=ID Rntr F22=Clear Rntr ID F23=More Keys

Creating a Reservation - Screen 2

- Shop information (shop cust#, shop name, phone number).
- Renter's year/make/model of personal vehicle.
- Airline information (Airline, flight number, arrival time).
- Renter's information (age, address).
- Reservation callback information.

DEV BRANCH RESERVATION NUMBER 145866 Print (Y or N) N CCRS01-B
 Name MAGNUS* DAN*
 Pickup Branch PPGM
THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER
SHOP: Cust# BMW0199 Name AUTOHAUS OF CLAYTON** Attn HANZ
 Car Year 78 Make/Model VW BUS Phone# (314) 727 - 8870

AIRLINE: _____ Flight: _____ Arrival Time: _____

CUST INFO Age 29 yrs
 Street 8036 DELMAR #2W
 City ST. LOUIS State MO Zip 63130

CREATE CALLBACK B/S Adj Svc Cust Res Comment (Res only)
FOR RESERVATION - - - - - _____

F1=Exit F2=Cust List F5=Rates/Rules F7=AAI F8=More Info
F9=Transfer F12=Previous F13=Insurance F14=Credit Chk F15=Res Notes
F20=Chg Rntr Info F21=ID Rntr F22=Clear Rntr ID F23=More Keys

Creating a Reservation - F8=More Info

- Purpose of screen is to enter as much information as possible in order to allow for a faster Opening a Ticket process.
- Driver's license information (DL#, ST, exp. date).
- Additional driver and "Out of State" information.
- Bill-To information (bill-to name, address and phone number).
- Rates, mileages, DW/PAI, discounts, drop charges.

```

DEV                                MORE INFORMATION                                CCRS05-A
Renter Name MAGNUS* DAN*                                RES# 145866
Renter Drivers License 481722028                        State MO Exp Date 112197
DOB 112167 Height 6 Weight 185 Eyes BRN Hair BRN
Employer

Additional Driver (Y or N) Y Driver Name SCHMITZ* MARY*
Address 600 CORPORATE PARK DR, 63105 Age 22
Drivers License SCHMITZ State MO Exp Date 021799
Out Of State (Y or N) Y KS, OK, TX

Bill-To Name SAFECO INS XX OF AMERICA** (Company Name**)
Attention _____
Address SAFECO PLAZA Phone ( 206 ) 545 - 5000 Ext _____
City SEATTLE State WA Zip 98185

Start Chgs If Diff Date _____ Time _____ Pickup Date 9/09/97 11:45 AM
X Calendar _ 24 Hour _ Specials

Rates: _____ /Hour 41.99 /Day _____ /Week _____ /Month
Mileage _____ /Mile After _____ /Day 0000 /Week 0000 /Month X No Chg
Drop Chg 50.00 Drop Location 0110 - ST LOUIS ARPT Disc 0 %
Dmg Waiver 10.99 /Day PAI 2.00 /Day
F5=Rates/Rules F7=AAI F12=Previous F20=Chg Rntr Id Enter=Update
    
```

ARMS Reservation

- Sent electronically from the insurance company.
- Must be attached to a rental ticket within 3 or 6 months before it gets purged from the system.
- Must be attached to a rental ticket to have a "Live" ARMS connection.
- ARMS Reservations receive special attention in the rental branches.

DEV BRANCH RESERVATION NUMBER 145402 Print (Y or N) N CCRS01-A
 Pickup Branch PPGM F8 for more..
Emp# _____ Taken By A R M S
 Last Chg By A R M S
Name CLAUS* SANTA* (LAST*FIRST*) SSN# 029 38 3829

PICKUP: Date 122597 Time 700 AM RETURN: Date _____
W/in _ P/up _ Deliver _ CWC _ Comment VEHICLE NEEDED IMMEDIATELY

PHONE: Home (282) 938 - 3839 Office (382) 982 - 2882 ext 8000
Other (314) 512 - 5000 Description UNIT NEEDED AT OTHER#

I/B/D/R/C/O I Source Cust# _____ ID _____
BILL TO: Direct Bill (Y or N) Y Credit Card _ Cash/Check _
Bill To Cust# JAN0001 or Name JANSEN INSURANCE OF AMERICA** (COMPANY**)
Attention RANDALL*MORRIS* Auth Until _____ Max Amt 10.00 + TAX
CLAIM#/Pol/Po XMAS Date of Loss _____
(C/Claimant, I/Insured, T/Theft) I Insured _____
CAR TYPE: Class _ Type _ F16 Comment _____
RATE QUOTED: \$ _____ Comment INS CO WILL PAY 10.00/DY

F1=Exit F2=Cust List F4=ID List F5=Rates/Rules F8=More Info
F9=Transfer F12=Previous F13=Insurance F15=Res Notes F17=Res Match
F21=ID Rntr F22=Clear Rntr ID F23=More Keys

NATRES Reservation

- Consists of Fleet, Retail, Government, VIP, Sabre reservations.
- The first letter of the reservation number (Ex. M15897) stands for the machine on which the GPBR resides.
- All NATRES reservations are taken at a central location and sent electronically to the rental branches.

NORTH **NATIONAL RESERVATION INQUIRY** **CCNR54-A**
RESERVATION: N81443
GPBR: 6A01 [US] PHONE: (314) 248-5000 PRINT (Y or N): N
AIRLINE: PICK-UP FLIGHT: RTRN GPBR: 6A01 [US]
P/UP DATE: 9/09/97 TIME: 5:00 PM PICKUP PH#: (314) 512-5000
R/T DATE: 9/10/97 TIME: 5:00 PM DAY PHONE:
CUSTOMER: GRAVES*BOB-TEST* HOME PHONE:
ADDRESS: ENTERPRISE AUTOBODY CALLED FRM:
CORPORATE DRIVE BIRTHDAY:

CREDIT CARD: EXPIRES: 00 00
DRIVER LIC#: EXPIRES: 00 00 00
CAR TYPE: FCAR DISCOUNT:
PO#: 12345/123456789 ASSOC: CSC80
DAILY WEEKLY MONTHLY WEEKEND
RATES: 33.50 234.50 800.00 .00
MILES 150 1050 2500 0
UNLIM:

ARC #: CSC800 PHONE:
SPECIAL INSTRUCTIONS: DIRECT BILL CSC800, CAL DAY BILLING
CDW/Min. State Liability incl. in rate.
TAKEN BY: 58933 ON: 9/08/97 SOURCE: 58
F1=Exit F17=Reserv Match

Locator System

- Third Party software used to locate the nearest rental branch.
- Used by ARMS and NATRES to locate the nearest rental branch to the renter.

CENTRAL

Enterprise Location System

CCEL01/A

Phone No.: 3147215999 or Postal Code: _____
Show airport locations only? _ (Y/)

Location: 0139
Name: ENTERPRISE RENT-A-CAR
Address: 7730 BONHOMME AVENUE
CLAYTON MO 63105

Phone: 314 - 862 - 4486
Approx. Miles: .0

Comments:

Location: 0101
Name: ENTERPRISE FLEET LEASING
Address: 8844 LADUE ROAD
LADUE MO 63124-208

Phone: 314 - 863 - 0110
Approx. Miles: .0

Comments:

Location: 7610 ARMS reservations not accepted
Name: NATIONAL RESERVATION CENTER
Address: 2650 SOUTH HANLEY ROAD
ST. LOUIS MO 63144

Phone: 314 - 781 - 8007
Approx. Miles: 2.8

Comments:

More...

F3=Exit F7=AAI

Opening a Ticket - Screen 1

- Contains rental type, source cust# and id#, renter information, additional driver information, and "Out of State" descriptions.
- Ability to change or delete renter id information via function keys.
- Car type requested, rate quoted, reservation comments, date and year/make/model of vehicle last rented shown at top of screen.

CAR TYPE REQ MVAR NEEDS A MINIVAN!! HE HAS 9 KIDS!

RATE QUOTED \$ 41.99

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

RENTAL TYPE I (B/C/D/I/O/R)

Source Cust # SAF0001 ID 999 F15=Reservation
(Last*First*)

Name MAGNUS* DAN*

Street 8036 DELMAR #2W

City ST. LOUIS

ST MO Zip 63130

Home (314) 726 - 3001

Office (314) 726 - 3001 Ext 0000 Employer

Other (000) 000 - 0000 Ext 0000 Description

Local Address

DL# 481722028

ST MO Exp 112197 DOB 112167 SSN # 000 00 0000

Height 6 Weight 185 Eyes BRN Hair BRN

ADDITIONAL DRIVER (Y/N) Y Driver Name SCHMITZ* MARY* Age 22
Addr 600 CORPORATE PARK DR, 63105 Lic# SCHMITZ ST MO Exp 21799

OUT OF STATE (Y/N) Y KS, OK, TX

F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite
F9=Clr RntrID F10=CC Aprvl F20=Chng RntrID F21=ID Rntr F23=More Keys

Opening a Ticket - Screen 2

- Special Instructions prompt at top of screen.
- Bill-To information (cust#, id#, address, phone number)
- Claim information (claim#, insured's name, max amount).
- Shop information (shop cust#, year/make/model)
- Renter's vehicle year/make/model.

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

Source Cust# SAF0001 ID 999
COMPANY BILL TO (Y/N) Y Cust# SAF0001 ID 999 Attn UNKNOWN**
Complete If Name SAFECO INS XX OF AMERICA** (Company Name**)
Cust # 999999 Street SAFECO PLAZA
City SEATTLE ST WA Zip 98185
Phone (206) 545 - 5000 Ext 0000

CLAIM/POL/PO# 03A-9765229-23 Max Amount 41.99+TAX
(C/Claimant, I/Insured, T/Theft) C Insured STROMBERG* JIMMIE*
Loss Date 90897 Car Sale Referral

SHOP Cust# BMW0199 Name AUTOHAUS OF CLAYTON-ST. LO Attn HANZ
Car Yr 78 Make/Model VW BUS Phone (314) 727 - 8870

F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F7=AAI F8=Prewrite
F10=CC Approval F11=CK Approval F12=Prev

Opening a Ticket - Screen 3

- Callback type (Body shop, Adjustor, Service, Customer)
- Calendar Day, 24 Hour Day, Weekend Special
- Taxes, Surcharges, Additional Charges (Additional driver, Underage driver, babyseats, ski racks).

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

Callback Type ☒ B/S ☒ ADJ ☐ SVC ☒ CUST

Calendar Day ☒ 24 Hour Day ☐ Special ☐

Surcharge % 6.000 Fuel Charge 2.00 Per DAY
Drop Charge 50.00 Drop Location 0110 - ST LOUIS ARPT

☒ DEVSCHG 3.000 %
☒ AP/ACC 2.00 /RENTAL

☒ ADDLDRVR 2.00 /DAY

Underage Driver Indicated
Additional Driver Indicated

F3=Exit F5=Rates/Rules F8=Prewrite F10=CC Approval F11=Check Approval
F12=Previous

Weekend Specials

- Start Special date and time, End Special date and time.
- Must choose either a Daily Special or a Package Special.
- If an additional discount is applied to the rental ticket, it will not discount the weekend special because it is already a discounted rate.

```
DEV                                SPECIAL RATES                                CCRA1C/C

START SPECIAL _ Date 90897 Time 311 PM OR Date 091297 Time 0311 PM
END SPECIAL      Date 091597 Time 0311 PM

DAILY SPECIAL    Rate 19.99 /Day
                  Miles _____ /Day OR ☒ No Charge

***** OR *****

PACKAGE SPECIAL  Rate _____ .00 /Pkg
                  Miles _____ 0 /Pkg OR _ No Charge

F3=Main Menu F5=Rates/Rules F7=AAI F12=Previous
```

Opening a Ticket - Screen 4

- Based upon the callback type(s) chosen on screen 3, drives what extension dates fields appear on screen 4.
- Date Out and time
- Current and/or customer extension dates and times.
- Unit information
- Rate (daily, weekly, monthly), Mileage (daily, weekly, monthly, no charge).
- Protection package description and rates (DW/PAI/SLP)
- Deposit, callback note, update code/employee number.

```

CAR TYPE REQ      MVAR   NEEDS A MINIVAN!!  HE HAS 9 KIDS!
RATE QUOTED      $ 41.99
THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS
RESERVATION.  OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

DATE OUT 90897 Time 254 PM ( Start Chgs If Diff Date _____ Time _____ )
Curr Ext Date 91097 Time _____ By LMB Cust Ext Date 091597 Time 0254 PM
Auth Until Date 091597
ECAR # _____ License # TEMPS Or Serial # 968574 Not On File X
RATE _____ 41.99 /Day Disc % 0
Mileage 0 /Mile After 0 /Day 0 /Week 0 /Month
X No Charge

DW      10.99 /Day
PAI     2.00 /Day
SLP     2.00 /Day

DEPOSITS  Cash 50.00 Check .00 CC .00

CALLBACK NOTE NEEDS TO RENT A BABYSEAT LATER IN THE MONTH
Update Code _____ Emp# _____ Emp# if Different _____
F3=Exit      F5=Rates/Rules  F6=Units Avl  F7=AAI    F8=Prewrite
F9=Unit Pend F10=CC Approval F11=Ck Aprvl F12=Prev  F16=Est Chgs
  
```

Assigning a Unit

- User can key in a unit# or use F6=Units Available which allows the user to choose from a list of units that are currently not on rent.
- If a unit is new car stock, the user can assign a temporary unit number ("Z" unit number).

DEV

NEW UNIT ADD

CCRAUA-B

<u>Color</u>	<u>Yr</u>	<u>Make</u>	<u>Modl</u>	<u>Sers</u>	<u>Dealer</u>
BROWN	98	GMC	SAFA	MVAN	BREEDEN'S GMC & YUGO

Optional Comment: _____

Emp#: 90039

Cmd1=Exit Cmd7=AAI

Customer Warning

- Keyed into the system using program AARA13.
- Used to alert rental branches of bad customers.
- Available when creating a reservation, opening a rental ticket or correcting a rental ticket.
- Information currently stays in system for 3 years. Project in process to increase this to 6 years. If customer attempts to rent car during this 3 (or 6) years, they are automatically signed up for another 3 (or 6) years.

```
DEV                                ===== FQS090A
===== >  W A R N I N G !!!  <=====
=====
DRIVER INFORMATION
NAME (LAST) MILLER                (FIRST) THOMAS
STREET 600 CORPORATE PARK DRIVE
CITY ST. LOUIS                    STATE MO ZIP 63105
HOME PHONE ( ) - OFFICE PHONE ( ) - EXT
DRIVER LICENSE 1212121212        STATE MO EXPIRES 020299
DOB 021765                        HEIGHT 6 06  WEIGHT 155  EYES GREEN  HAIR NONE
SSN # 0000000000                  EMPLOYER

REF DOC#-GPBR: D555555 - PPGM      - - -

MESSAGE
CUSTOMER NIGHT DROPPED CAR. CAR WAS DAMAGED ON FRONT HOOD AND LEFT
REAR PANEL. NO CREDIT CARD ON CONTRACT. OWES $347.62 FOR RENTAL
PLUS COSTS OF DAMAGES.

REPORTED BY BREEDEN*LISA M*        TITLE ADMIN DEPT SUPV
PHONE ( 555 ) 555 - 5555 EXT      GP PP DATE REPORTED 090897

DO YOU WISH TO VOID THE TICKET? Y (Y or N) EMP # _____
```

Reasons for Correcting a Ticket

- To change any piece of the renter information.
- To change the Bill-To information.
- To add/delete an additional driver.
- To add/delete SLP or any other surcharge.
- To add claim information.

RENTER INFORMATION Rental Type I (B/C/D/I/O/R) Srce Cust# SAF0001 ID 999
Name MAGNUS* DAN* (Last*First*)
Street 8036 DELMAR #2W
City ST. LOUIS ST MO Zip 63130
Home Phone (314) 726 - 3001 Office Phone (314) 726 - 3001 Ext 0000
Other Phone (000) 000 - 0000 Local Address _____

Driver License 481722028 State MO Expires 112197
DOB 112167 Height 6 00 Weight 185 Eyes BRN Hair BRN
SSN # 000 00 0000 Employer _____
Additional Driver (Y/N) Y Driver Name SCHMITZ* MARY*
Driver Address 600 CORPORATE PARK DR, 63105 Age 22
Driver License SCHMITZ State MO Expires 021799

Out Of State (Y/N) Y KS, OK, TX

Company Bill-To (Y/N) Y Cust# SAF0001 ID 999 Attn UNKNOWN**
Complete If Name SAFECO INS XX OF AMERICA** (COMPANY NAME**)
Cust# 999999: Street SAFECO PLAZA
City SEATTLE ST WA Zip 98185
Phone (206) 545 - 5000 Ext 0000

F2=Cust List F3=Exit F4=ID List F7=AAI

Abstract

- | | | | | | |
|-----|-----------|--------|---------|------|------------|
| DEV | D# 067088 | Renter | MAGNUS* | DAN* | CCRA03A |
| | | | | | Emp# 01164 |

UNIT 1	ZPPYZC	DATE/TIME OUT	090897	0254 PM	START MILES	<u>15</u>
		DATE/TIME IN			END MILES	<u>45</u>

CHANGING RATE-1 Original: 9/08/97 2:54 PM Current: 09/08/97 03:50 PM
New rate effective date _____ Time _____
Calendar Day X 24 Hour Day _____ Special _____ Discount 00 %

Rate .00 /Hour 41.99 /Day .00 /Week .00 /Month
 Mileage @ 0 /Mile after 0 /Day 0 /Week 0 /Month ☒ No Charge
 Damage waiver/Day 10.99 PAI/Day 2.00

Unit switch effective date required
Cmd1=Return Cmd4=Units Avail Cmd5=Spec Cmd6=Rate Cmd7=AAI Cmd10=Prev mile

Reasons for Changing Rates

- Switched into a new unit# with a different rate.
- Add/delete DW or PAI.
- Add a Weekend Special.
- Add/delete a weekly or monthly rate.

```

DEV          D# 067088      Renter MAGNUS*  DAN*
                                         CCRA03A
                                         Emp# 01164

SWITCHING UNITS
UNIT 1  ZPPYZC  DATE/TIME OUT  090897  0254 PM  START MILES  15
                   DATE/TIME IN   090897  0300 PM  END   MILES  45
UNIT 2  ZPPKJI  DATE/TIME OUT  090897  0300 PM  START MILES
                   DATE/TIME IN           END   MILES
  
```

Old unit returned here _ or to _____
 New unit _____ License # _____ OR Serial # _____ Not on file _
 New unit date out _____ Time out _____

CHANGING RATE-1 Original: 9/08/97 2:54 PM Current: 09/08/97 03:51 PM
 New rate effective date 090897 Time 0300 PM
 Calendar Day X 24 Hour Day _ Special _ Discount 00 %
 Rate .00 /Hour 35.99 /Day .00 /Week .00 /Month
 Mileage @ 0 /Mile after 0 /Day 0 /Week 0 /Month X No Charge
 Damage waiver/Day 10.99 PAI/Day 2.00

Cmd1=Return Cmd4=Units Avail Cmd5=Spec Cmd6=Rate Cmd7=AAI Cmd10=Prev mile

Callbacks

- Allows us to keep in regular contact with our customers and track the progress of their rental from start to finish.
- Callback types include: Body shop, Adjustor, Service, Customer.
- Callbacks “pop-up” daily based upon the extension dates.

```

DEV                                ADJUSTOR  CALLBACK DETAIL - D067088 - PPGM                                CCCB50/A
DATE OUT    9/08/97    2:54 PM                                CURR EXT    9/10/97  CUST EXT    9/15/97
CUSTOMER    MAGNUS*    DAN*                                HOME PHONE#    314-726-3001
RATE    35.99 /DAY                                OFFICE PHONE#    314-726-3001  EXT    0000
                                OTHER PHONE#
BILL-TO Y          BILL-TO CUST#    SAF0001                                SHOP#    BMW0199  AUTOHAUS OF CLAYTON-
BILL-TO NAME    SAFECO INS XX OF AMERICA**                                PHONE#    314-727-8870
PHONE#    206-545-5000  EXT                                ATTN    HANZ
ID/ATTENTION    999  UNKNOWN**                                YEAR    78  MAKE/MODL    VW BUS
CLAIM/POL/PO#    03A-9765229-23                                LOSS DATE    090897
MAX AMOUNT    41.99+TAX                                INSURED    STROMBERG*  JIMMIE*

NEW INFO    EMP# _____
                                _____
                                9/08/97    2:54 PM    RENTAL EXTENDED UNTIL 09/10/97 BY LMB                                90039
                                9/08/97    2:54 PM    NEEDS TO RENT A BABYSEAT LATER IN THE MONTH                                90039

STATUS    LM    X DO    OK                                CALLBACK TYPE    X B/S    X ADJ    _ SVC    X CUST
EXTENSION DATE    000000    BY _____
LAST DAY    000000    BY _____
F2=Cust List    F3=Exit                                F4=ID List                                F5=Open Ticket                                F6=Chgs To Date
F7=AAI                                F8=Update Tkt                                F9=Callback Notes                                F10=Receipt Depos                                Roll=Fwd/Back
F12=Previous    F13=Insurance                                F14=Credit Check                                F15=Reservation

```

CCCB30 - Callback Detail

- Helpful for viewing all notes at one time
- This same screen is also available when closing a ticket
- Based upon the callback types associated with the ticket, the CCCB30 screen would have either a current extension, customer extension, or both available for input.

DEV

CALLBACK DETAIL - D067088 - PPGM

CCCB30-1

RENTER - MAGNUS* DAN*

Print (Y/N) N

CUST# SAF0001 SAFECO INS XX OF AMERICA**

ATTN UNKNOWN** 206-545-5000

NEW INFO

EMP# _____

Current Extension Date 000000 Per _____

9/08/97	3:54 PM	NEEDS FINAL EXTENSION	01164
9/08/97	2:54 PM	RENTAL EXTENDED UNTIL 09/10/97 BY LMB	90039
9/08/97	2:54 PM	NEEDS TO RENT A BABYSEAT LATER IN THE MONTH	90039

F1=Exit

F7=AAI F12=Previous

Roll=Forward/Back

Variable	Mean	SD	Min	Max
Age	34.5	10.2	21	55
Gender	Male	Female	Male	Female
Marital Status	Married	Single	Married	Single
Education	High School	College	High School	College
Occupation	Manager	Worker	Manager	Worker
Income	\$30,000	\$40,000	\$20,000	\$50,000
Health Status	Good	Fair	Good	Fair
Stress Level	Low	High	Low	High
Life Satisfaction	High	Low	High	Low
Resilience	High	Low	High	Low
Optimism	High	Low	High	Low
Gratitude	High	Low	High	Low
Forgiveness	High	Low	High	Low
Empathy	High	Low	High	Low
Compassion	High	Low	High	Low
Kindness	High	Low	High	Low
Generosity	High	Low	High	Low
Patience	High	Low	High	Low
Self-control	High	Low	High	Low
Emotional Stability	High	Low	High	Low
Psychological Well-being	High	Low	High	Low
Life Satisfaction	High	Low	High	Low
Overall Health	Good	Fair	Good	Fair

- [illegible]

21

Closing a Ticket - Screen 1

- Charges End on Date and Time, unit mileages, fuel charges, Location returned to and drop charge.
- Bill-to information, extension date, billing dates, billing options.
- On ARMS tickets, billing option section is covered up by ARMS billing information. User cannot make any changes.

```

CLOSING TICKET# 067088 For Renter MAGNUS* DAN*
                  Charges End On Date 090997 Time 0354 PM

Mileage
Unit ZPPYZC Start 15 End 45 Unit ZPPKJI Start 15 End 45
Unit          Start      End      Unit          Start      End

Fuel Charges @ 2.00 Per DAY Amount To Be Charged 2.00
Last Unit Returned Here X Or To Drop Charge 50.00
Misc Charges/Refundable Expenses (X if applicable) DEVSCHG 3.000 %
SLP 2.00 /DAY ADDLDRVR 2.00 /DAY Airport Access 2.00 /RTL
Bill To (Y/N) Y Cust# SAF0001 Name SAFECO INS XX OF AMERICA**
                  Address SAFECO PLAZA
                  City SEATTLE ST WA Zip 98185
                  ID/Attn 999 UNKNOWN**

Curr Ext 091097 per
Billing Dates (If Diff) From Date 090897 Time 0300 PM
Max. Amt. 41.99+TAX To Date 090997 Time 1130 AM

Portion To Be Billed (Select One)
X 1. Total Charges Less X DW X PAI Fuel Tax/Schg Mileage Drop
   Misc X SLP ADDLDRVR Airport Access
- 2. $ .00 Per Day Plus Tax/Schg (Not To Exceed $ .00 Per Day)
- 3. $ .00 Per Day-No Tax/Schg (Not To Exceed $ .00 Total)
- 4. Other Amount $ .00 Description

Cmd2=Cst Lst
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Close Pendin
  
```


Closing a Ticket - Screen 2

- Displays all applicable rates and charges for the rental ticket.
- User has ability to recompute rates and charges.
- User must accept charges to proceed to screen 3.

```

ACCEPT (A) or RECOMPUTE (R) A                               Cmd1=Exit  Cmd7=AAI
090897      Miles  Hours  Days  Weeks  Months  Waiver  PAI Special
0300 PM    #                1                1      1
090997      @          35.99          10.99    2.00
0354 PM    $          35.99          10.99    2.00

000000
0000      #
000000      @
          $

000000
0000      #
000000      @
          $

000000
0000      #
000000      @
          $

TOTALS      .00      .00    35.99    .00    .00    10.99    2.00    .00
DEVSCHG      1.08  AP/ACC    2.00  SLP    2.00  ADDLDRVR    2.00    TOTAL
Surcharge %    6.000  Gas    2.00  Disc @    0 %
Surcharge      1.20  Drop    50.00  Misc    .00    Cmd3=Restart    109.26
  
```

Closing a Ticket - Screen 3

- Displays the Total charges, less deposits, less amount billed to a third party and the balance due.
- The settlement of the balance due can be paid by cash, check, credit card, billed to another customer#, charged to an internal account or refunded.

CLOSING TICKET # 067088 For Renter MAGNUS* DAN*
Total Charges 109.26
Less Deposits 50.00 1 # Of Deposits
Less Amount Billed To 109.26 SAFECO INS XX OF AMERICA**
Balance Due 50.00 REFUND

Settlement Of Balance Due

Paid .00 By Cash Car Sale Referral _
 .00 By Check
 .00 By Credit Card
Bill .00 Cust# _____ ID _____ Desc _____
Bill .00 Cust# _____ ID _____ Desc _____
Bill .00 Name _____ (Last*First*) TTL _____
 Attn _____
 Street _____
 City _____ ST _____ Zip _____
 Home Phone 000 000 0000 Office Phone 000 000 0000
A/R Description
Charge .00 To Account _____ Unit # _____ Desc _____
Charge .00 To Account _____ Unit # _____ Desc _____
Refund 50.00 By Cash ☒ Or Check ☐ _____
Emp# 01164

Cmd1=Exit Cmd2=Cust List Cmd5=Internal Accts Cmd8=Deposits Cmd10=CC Apprvl
Cmd3=Restart Cmd4=ID List Cmd6=Callbk Detail Cmd9=ClosePnd Cmd11=CK Apprvl

Unit Transfer

- Used to transfer units between branches.
- Also used to transfer units to a “shop” status or from a “Rented” status to an “Available” status.
- Used to change the unit location description.

DEV

UNIT TRANSFER / DR LOC

CCRA11-A

Unit #	Yr	Make	Modl	Sers	Color	Miles
ZPPYZC	98	GMC	SAFA	MVAN	BROWN	

Currently
Assigned To GPBR PPGM Physical Assignment PPGM

Unit Rental Status A

Transfer To GPBR PP 01 Physical Assignment DRIVING TO YOUR GPBR

Employee # 94009

Unit Rental Status Legend:
A Available For Rent
R Rented
S In Shop

NOTE: A Unit May Not Be Changed To
An R Status. ECARS Supplies A
Status Of R When A Unit Is Rented.

F1=Return F3=Main Menu F7=AAI

Unit History

- Displays all history of a unit (rental history, maintenance history, DX history) starting with the most recent date/time.
- Users have the ability to add additional history.

DEV
Unit # License # SN6 Yr Make Modl Sers Color Miles Rental Status
ZPPYZC TEMPS 968574 98 GMC SAFA MVAN BROWN CCRA13-A
R

History
Date Time Message Next Roll Date 000000
Next Unit
90897 254 PM PPGM D067088 OPENED MAGNUS* D 90039
90897 1104 AM RESERVED FOR MAGNUS 94010
90597 942 AM STEVE ON CALLS 94009
90297 723 AM PPGM D066503 CLOSED ZAFFE* RO 94010
81497 546 PM PPGM D066503 OPENED ZAFFE* RO 94010
81297 237 PM READY AT SUNTRUP 90039
80697 1200 PM TAKE TO SUNTRUP FOR SERVICE 94009
80697 1117 AM PPGM D065092 CLOSED PETERSON* 94010
80197 801 AM PPGM D065092 OPENED PETERSON* 94009

000000

F1=Return F3=Main Menu F4=Maint history F5=DX History F7=AAI

Units Not Rented

- Displays units not on rent and their current location.
- Displays car count and occupancy.
- Allows user to access units not on rent for other branches.
- Allows user to select to view unit history or transfer a unit.

```

2277 / 1572 /      1  UNITS NOT RENTED - PPGM      Next Unit  ZPPKQP CCRA16/A
69.0%                Next Branch  _____ DEV
X=Unit History  T=Unit Transfer
Unit-# License-# BB YR Make Modl Sers Color  SHP Last-Location
- ZABADQ ZAB-ADQ      97 CHEV CORS 4DR  TAN      PPGM
- ZPPDNH TEMPS        97 CHEV BLAZ 2DR  RED      PPGM
- ZPPDNT 11111112     97 CHVY CAVL LX   BLUE     PPGM
- ZPPDNU AAAABB2C     97 CHVY CAVL LX   BLUE     PPGM
- ZPPDQR HOPE         99 JKDJ ASKL JDSA LSFJAKDJ PPGM
- ZPPDRC 123456       99 BMW  Z28  RAG  GREEN     MARKS HOUSE
- ZPPDRD MARK         99 BMW  Z28  2DR  CHERRY    PPCB
- ZPPDRS MIKEKO       97 HYND CAR  5DR  HOTPINK   PPGM
- ZPPDTQ FCAR-EDT2    97 CHEV CORV 2DR  SILVER    PPGM
- ZPPDVL 123456       95 ISUZ RODE 4WD  BLACK     PPGM
- ZPPDVQ ECAR-EDIT    97 CHEV CAVA 2DR  RED      PPGM
- ZPPDZM 4554545      94 FFF  DEDE 1111 FFFFFFFF PPGM
- ZPPERX JS0026       63 BUIC ELEC 225  GREEN     PPGM
- ZPPEVU R00104       94 JEEP CJ8  2DST GREEN     PPGM
- ZPPJRT D            65 SDFS SFSF SDFS SDFSDF    PPGM
- ZPPJYR TEMPS        95 A    A    A    A          PPGM
- ZPPKDK TEMPS        95 GEO  PRZM LSI  BLACK     PPGM
- ZPPKJI NTRPRIZ      95 FORD MSTG EX   RED      PPGM
- ZPPKQP TTTTTTTTT    95 FORD EXPL 4WD  RED      PPGM
F1=Exit F7=AAI Enter=Continue BB=BUYBACK
  
```

Unit Maintenance

- Allows the user to either activate or deactivate a maintenance message.
- Examples of maintenance include: Oil Changes, Recalls, Inspections, Antifreeze checks, stolen vehicles, generic messages (ex. left garage door opener in car).
- Admin has the ability to activate certain maintenance activities through AARA17.
- Oil changes are activated automatically through Ralph.

UNIT MAINTENANCE/MSG										CCRA17-00																																			
DEV	Unit#	License#	SN6	Yr	Make	Modl	Sers	Color	Miles	Rental Status																																			
	ZPPYZC	TEMPS	968574	98	GMC	SAFA	MVAN	BROWN	0	R																																			
<table border="0" style="width: 100%;"> <tr> <td style="width: 15%;">Act-ivate</td> <td style="width: 15%;">Deact-ivate</td> <td style="width: 35%;">Description</td> <td style="width: 15%;">Mileage</td> <td style="width: 15%;">Completed Date</td> <td style="width: 15%;">Time</td> <td style="width: 10%;">Shop</td> </tr> <tr> <td>-</td> <td><u>X</u></td> <td>Oil Change/Rotation</td> <td><u>7500</u></td> <td><u>090897</u></td> <td><u>1200 PM</u></td> <td><u>JIFFYLUB</u></td> </tr> <tr> <td>-</td> <td>AARA28</td> <td>Stolen vehicle</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>-</td> <td></td> <td>Message</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>-</td> <td></td> <td>Message</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>											Act-ivate	Deact-ivate	Description	Mileage	Completed Date	Time	Shop	-	<u>X</u>	Oil Change/Rotation	<u>7500</u>	<u>090897</u>	<u>1200 PM</u>	<u>JIFFYLUB</u>	-	AARA28	Stolen vehicle					-		Message					-		Message				
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-		Message																																											
-		Message																																											

Currently
Assigned To GPBR PPGM

Physical Assignment PPGM

BOTTOM

Unit Rental Status S

Physical Assignment LOFR - AT JIFFY LUBE

Next Unit _____

A-Available R-Rented S-In Shop

Cmd1=Return Cmd3=Main Menu Cmd4=Unit History Cmd7=AAI Help

Car Count / Occupancy

- Displays number of units in their fleet, number on rent, percentage on rent, number in shop, number of days earned, and percentage of days earned.
- Used as a tool for evaluating fleet management.
- Displays average rates broken down by rental type.

GPB 0101 15 Day Report For Period Ending 9/08/97

CCRA19-B

		IN	ON		IN	DAYS	
		SVC	RENT	%	SHOP	EARNED	%
MON	9/01	183	163	89.1	3	166	90.7
TUE	9/02	182	158	86.8	4	196	107.7
WED	9/03	185	158	85.4	2	173	93.5
THU	9/04	199	182	91.5	4	188	94.5
FRI	9/05	204	191	93.6	3	206	101.0
SAT	9/06	210	190	90.5	5	197	93.8
SUN	9/07	210	185	88.1	5	190	90.5
MON	9/08	206	189	91.7	6	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
Average		197	177	89.7	4	188	95.8
Wkday Avg		193	174	89.8	4	186	97.5
Wkend Avg		210	188	89.3	5	194	92.1

F1=Reports Menu F3=Main Menu F12=Previous Screen

GPB 0101 MONTH TO DATE RATE SUMMARY

9/08/97

CCRA19-C

TYPE			INSURANCE			BODY SHOP			DEALER		
TYPE	#DAYS	%	RATE	#DAYS	%	RATE	#DAYS	%	RATE	#DAYS	%
I	526	35	44.99	8	2	29.50	8	62	50.00	8	13
B	13	1	42.99	36	7	26.00	5	38	33.99	8	13
D	63	4	31.99	8	2	.00	0	0	30.00	4	6
R	466	31	30.00	2	0	.00	0	0	22.99	3	5
C	158	10	25.99	94	18	.00	0	0	21.99	22	35
O	280	19	23.99	77	15	.00	0	0	21.50	11	17
			23.97	5	1	.00	0	0	20.99	3	5
Note: #Days			21.99	41	8	.00	0	0	15.99	4	6
Days Earned			20.99	15	3	.00	0	0	.00	0	0
			19.99	135	26	.00	0	0	.00	0	0
Averages Affected			17.99	10	2	.00	0	0	.00	0	0
By Weekly, Monthly			15.99	95	18	.00	0	0	.00	0	0
And Special Rates			.00	0	0	.00	0	0	.00	0	0
			.00	0	0	.00	0	0	.00	0	0
Overall Average			.00	0	0	.00	0	0	.00	0	0
Rate 31.34			.00	0	0	.00	0	0	.00	0	0
			.00	0	0	.00	0	0	.00	0	0
F1=Report Menu			.00	0	0	.00	0	0	.00	0	0
F3=Main Menu			.00	0	0	.00	0	0	.00	0	0
F12=Prev Screen			.00	0	0	.00	0	0	.00	0	0
Average Rate			23.15			27.61			26.81		

Cash / Check Summary

- Allows the branch to balance their cash box.
- Allows the branch to adjust/reverse transactions.
- Credit card summaries are all handled electronically through FDMS (First Data Merchant Services).

DEV

Employee # CCRA09/A
94009

***** CASH & CHECK SUMMARY *****

<input type="checkbox"/> 1. Cash/Check Review	
<input type="checkbox"/> 2. Make Adjustment Line <u>0000</u>	
<input checked="" type="checkbox"/> 3. Cash/Check Deposit	
Total Cash in Box	<u>245.32</u>
Assigned Cash Box Amount	<u>50.00</u>
Chits to be Reimbursed	.00
Chits to Remain in Box	.00
Total Checks to Deposit	<u>752.67</u>

***** CREDIT CARD SUMMARY *****

☐ 1. Credit Card Review

Cmd1=Exit Cmd6=Petty Cash Cmd7=AAI

Help